

## TEST ADMINISTRATOR/MANAGER PROFILE

### **Candy Clark – Program/Project Manager**

Responsible for all program activities including contract execution, budgeting and relationship management with clients and other 3<sup>rd</sup> party consultants. Responsible for all project related activities including requirements definition, resources, scheduling, status reporting, and deliverables. Primary interface with CPUC, TG, TA and PB Project Managers. Primary facilitator of TAB meetings. Provides direction to and coordinates testing activities with Test Execution Manager. Provides direction to Post Test, Billing and Statistical Team Leads.

- ✍ 24 years budgeting and cost control experience
- ✍ 18 years experience in management information systems
- ✍ 13 years experience in project Management
- ✍ 5 years experience in program management
- ✍ 5 years experience in technical team leadership
- ✍ 3 years Telecommunications industry experience

### **Ellen Pritts- Test Execution Manager**

Responsible for direction and completion of all test execution and associated operational activities. Coordinates project related activities with Project Manager. Primary interface with Test Generator CLEC Manager and participating CLEC representatives regarding testing activities. Primary facilitator of informal CLEC meetings. Provides direction to Pre-order, Order, Monitoring, M&R, Capacity/Scalability and End User Team Leads. Monitors and provides status to the Project Manager on all test-related activities.

- ✍ 30 years Telecommunications industry experience
- ✍ 20 years supervisory experience
- ✍ 15 years experience in mainframe legacy systems
- ✍ 13 years OSS SME and end user support experience
- ✍ 5 years experience in business process analysis and system requirements
- ✍ 5 years client-server architecture experience

### **Laraine Betts – Post Test/Billing Team Lead**

Responsible for direction and completion of bill validation and post test (environment cleanup, data purge, final report generation) activities. Coordinates project related activities with Project Manager. Directs, monitors and provides status to the Project Manager on the activities of bill validation and post test team members.

- ✍ 25 years experience in information systems
- ✍ 25 years experience in technical writing
- ✍ 15 years team leadership experience
- ✍ 7 years Telecommunications industry experience
- ✍ 5 years billing experience

### **Terry Ireland – Statistics Team Lead**

Responsible for direction and completion of all statistical activities. Coordinates project related activities with Project Manager. Directs, monitors and provides status to the Project Manager on the activities of statistical team members.

- ✍ 34 years statistical and data analysis experience (PHD level)
- ✍ 34 years software experience
- ✍ 15 years expert witness experience in statistics and data processing (Federal court system)
- ✍ 6 years experience in information security management
- ✍ Fellow in American Statistical Association

**Anibal Gonzalez-Caro – Pre-Order, Order, Monitoring, M&R Team Lead**

Responsible for direction and completion of the Pre-order, Order, Monitoring and M&R team activities. Directs, monitors and provides status to the Test Execution Manager on the activities of these teams.

- ✍ 26 years Telecommunications industry experience
- ✍ 10 years of ordering and provisioning of CLEC and Long distance telecommunications products
- ✍ 10 years system support for front end operations
- ✍ 10 years experience in network administration and intranet
- ✍ 6 years development of CLEC and Long distance standards and practices for provisioning
- ✍ 6 years experience in management and training of CLEC work groups

**Dick Kenney – Capacity/Scalability Team Lead**

Responsible for direction and completion of Capacity and Scalability team activities. Directs, monitors and provides status to the Test Execution Manager on the activities of the Capacity and Scalability team members.

- ✍ 25 years experience in information technology systems
- ✍ 16 years experience in program/project/data management
- ✍ 9 years Telecommunications industry experience
- ✍ 5 years experience in data networking
- ✍ 4 years experience in team leadership
- ✍ 2 years experience in quality assurance

**Gail Seiter – End User Team Lead**

Responsible for direction and completion of the End User team activities. Directs, monitors and provides status to the Test Execution Manager on the activities of the End User team members.

- ✍ 20 years Telecommunications industry experience
- ✍ 20 years experience in customer care & billing testing
- ✍ 20 years experience in mainframe legacy systems
- ✍ 6 years experience in team leadership